

MyVA Verification Focus Group Pain Points

Pain Point	Response	Subject Area
Provide guide to account for surviving spouse in 0877 alerts	We agree and we will be incorporating this change in our new technology platform.	Communications
Lack of clarity on required documents throughout all stages (i.e., Initiation, Examination, etc.). Tell us clearly what is needed.	We understand. Access the Verification Application Required Documents Rationale for additional information. Please note that throughout each phase of the process, there may be a need to request additional (clarifying) documents to support a determination. Documents that may be reviewed are identified under 38 CFR 74.12 and 38 CFR 74.20 .	Communications
After receiving a letter of decline, I could not find contact information for the package reviewer. No findings call received.	Resolved by transformation process.	Communications
Split voting rule not consistently explained in Evaluation phase.	A VAB will be added to the Web site to clarify the Split Voting Rule and how it may affect Verification applicants. Additionally, we will retrain CVE Staff on the rule.	Communications
Instead of talking to help desk staff, we should be able to talk to the person making the decision.	The transformation process enables the Veteran applicant to speak directly to their Case Manager and Assessor eliminating the need for contact with the help desk.	Communications
Web site not user friendly.	The Vendor Information Pages (VIP) Web site has been recently upgraded with a more user-friendly interface. We are looking into providing more user-friendly features in Veterans Engagement Management System (VEMS) 2.0.	Communications

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Alternate CVE update notification methods possible?	This is an interesting suggestion. We will examine the possibilities for incorporating a notification mechanism in the VEMS update.	Communications
Provide telephone feedback along with Emails. We have trouble understanding Emails.	In the transformation process, a Case Manager will follow each case from beginning to end and will be available by phone to clarify any misunderstandings you may have on previously received Emails.	Communications
No phone call until 30 days out.	We will determine how we can resolve this in the transformation process.	Communications
Did not get 90-day or 60-day notices. 120-day notice went into the SPAM folder.	We are looking into finding a way to resolve this issue.	Communications
Email should go to address listed on the application and two other back up Email accounts.	We are looking into including this as a feature in the Veterans Engagement Management System (VEMS) 2.0.	Communications
Advice from various sources is very inconsistent (e.g., PTAC vs. help desk). Different answers to the same question.	We will conduct training to ensure PTAC and help desk interpretation of regulations are consistent.	Communications
I need a single point of contact.	The transformation process allows for a single point of contact to both your Case Manager and Assessor.	Communications

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Lack of clarity on appropriate manifestation of day-to-day control. Create a cheat sheet for business owners.	The Full Time Control (http://www.va.gov/osdbu/verification/assistance/briefFullTimeControl.asp) VAB will be updated to include an explanation on day-to-day control and how it is applied.	Communications
Why do you need resumes of non-owner employees?	CVE does not require resumes for non-owners. However, we do require resumes for Minority Owners.	Communications Process
Timing of document requests is inadequate (e.g., some documents should have been requested in the Initiation stage)	In the first stage of the new process, applicants are provided a list of required documents based on business type that may be requested throughout the process. It is recommended that applicants use this list as a reference of what they can expect CVE to request to support their application and understand the timing involved in the request. Because each business is unique, it is difficult to provide a list of all clarifying documents CVE may request.	Communications Process
Redundant and useless document requests following initial submission	The new process will eliminate redundant requests as Veterans will work with only two points of contact their Case Manager and their Assessor. Regarding useless document requests, we are examining our list of required documents to determine if any documents may be removed from the list. Throughout each phase of the process, there may be a need to request additional (clarifying) documents to support a determination. Documents that may be reviewed are identified under 38 CFR 74.12 and 38 CFR 74.20 .	Communications Process
Audits - CVE staff is belligerent and disrespectful to small business owners during audits.	This is a rule issue and therefore can only be resolved by changing the law which is out of VA's control. I would not say out of VA's control since VA may initiate a change in law.	Communications Process Training

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CVE lacks clarity and consistency on how Employee Stock Ownership Plan (ESOP) applies to SDVOSB applicants	We understand. We will train our staff to ensure ESOP is applied consistently during the Verification process. Additionally, an ESOP Verification Assistance Brief (VAB) will be posted online to help clarify how ESOP may affect Veteran applicants to the Verification program.	Communications Rule Training
Provide templates for bylaws/operating agreements to make it easier for firms to develop one that will be approved.	We will create optional templates for applicants to use, if desired.	Communications Training
Our package was lost three times during initial Verification.	All documents submitted to VA are captured in a secure database. We have identified that communications among our staffers can be improved. We have implemented a more streamlined approach which allows for packages to be reviewed by no more than two people. This will reduce the amount of redundant requests for package information.	Process
Allow signatures to be made with incorrect information	Unfortunately, in our credentialing process we need to ensure that all signatures match the names in supporting documents. It is in the applicant's best interest to use the name on your official identification documents (e.g., driver's license, social security card, etc.).	Process
Using Google to verify applicant information (e.g., telephone numbers) is questionable and inefficient.	To clarify, Google is not the only validating mechanism used by CVE to confirm applicant data. However, we agree that using Google is not the most effective tool to use for this research and we are investigating alternative validating mechanisms.	Process
Turnaround time issues for long form	We agree. We are researching ways in which we can resolve this issue.	Process

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Request for signed bylaws should be eliminated	At this time, we cannot guarantee this requirement will be eliminated from the process. We are looking into how elimination of the requirement for signed bylaws might affect applications and whether an alternative requirement may be applied to replace this need.	Process
Evaluation should be consistent in application and results (i.e., criteria for control, etc.).	Training is being conducted to resolve this. The new process consolidates case examination steps to reduce the incidences where consistency is a problem.	Process
Evaluation exhausts too many corporate resources	We understand. The new process aims to alleviate some of this concern by reducing processing time and optimizing the time spent by the applicant on their application.	Process
Poor attention to detail in CVE's review of submitted documentation.	In the new process, documents will be reviewed by the most knowledgeable person working each case, the Assessor, who will be in constant contact with the applicant on application issues and concerns throughout the process.	Process
No consistency in determination. Not very objective.	Resolved by transformation process.	Process
Simplify the Re-Verification process for firms with no change in ownership or company/corporate structure.	We are determining alternative ways to process firms going through Re-Verification that have no changes to ownership or corporate structures.	Process

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Don't get involved in size standard determinations.	The SBA is the entity that makes official size determinations. CVE's examination on the issue of size is only a preliminary assessment for purposes of determining whether an applicant is small in the NAICS Codes listed on its VIP profile.	Process
Short turnaround time on notice of required documents.	Currently, applicants have a total of 30 days to submit clarifying documents. However, on PDF or PDP requests, applicants have 5 days to submit required documents due to regulatory requirements.	Process
Subjectivity - need resume in a specific format with bulleted information	The Information Needed in a Resume fact sheet indicating requirements for resumes submitted for the Verification process is available at http://www.va.gov/osdbu/library/factsheetInfoNeededResume.asp on the VetBiz Web site. Resumes do not have to be in any specific format.	Process
Why are checks needed? What does this prove?	Checks are requested to determine whether the Veteran is authorizing financial obligations of the company and if not, who within the company does. In addition, CVE attempts to determine if the checks are from the Applicant or whether they are authorized from another business. Review of checks during the process is required to determine day to day control by the business owner.	Process
Veterans that are DBE Certified (annual process) Minority-Owned by State DBE Programs should be weighed and this should help in the renewal process.	Unfortunately, VA cannot accept state certifications in lieu of a Verification per CFR 38 Part 74.	Process Rule

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During renewal process, do not require another upload if there are no changes.	CVE needs to perform full document review on each business every four years. Each full document review is followed by a simplified document review. The current system does not require another upload when there is no change during the renewal process if the business is qualified for simplified document review. If you do receive a document request, it is because you do not have all required documents in your profile for full document review, even if it is a renewal application.	Process Technology
Lack of formal appeals process. VA Proposed Rule Change would make it hard for SBA OHA to adjudicate.	This is a rule issue and therefore can only be resolved by changing the law which is out of VA's control.	Rule
Size restrictions when uploading documents (i.e., PDF)	We agree. The current Vendor Case Management System (VCMS) now provides applicants with up to 25MB of upload space for any document submitted. However, due to the constraints of bandwidth and VA policy, applicants will have to split documents exceeding 25MB prior to uploading.	Technology
VA Form 0877 needs paper and scan options aside from electronic signature only	This is a valid point. However, because this is an identification validation issue, at this time the option to upload scanned 0877 forms will not be considered until we can determine a viable alternate measure to ensure that signatures can be validated as coming from the appropriate sources.	Technology
Self-assessment tool is clunky and crashes.	In the transformation process, the Pre-Qualifier will provide a one-on-one phone interview with the applicant that covers content in the Self-Assessment tool.	Technology
I need to see what I have uploaded.	In the Uploaded Documents section of the recently upgraded Vendor Information Pages (VIP) Web site, you can view the documents that were uploaded.	Technology
No data field is available for the information requested (e.g., no field	We are looking into including middle initials and suffixes as a feature in the next Vendor Information Pages (VIP) release.	Technology

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for middle initial or middle name).		
Requirement to place specific documents in certain folders. Lack of clarity on what document belongs in each folder and on when an explanation will be satisfactory	You can view what documents are required for each folder by selecting the respective folder in your business profile. Missing documents are indicated by the yellow circle next to the document type (i.e., Financial Documents> 2.1 Tax 1040). Green circles denote a document already uploaded. If an applicant has questions regarding this issue while in the process, he/she may consult a Customer Service Representative at the Help Desk.	Technology
Lack of confirmation pop-up from the application asking whether you really want to submit or use the undo button. Need fail proof way to prevent from accidental submission of application.	Current system allows applicant to withdraw application at any time after submission. Applicants can withdraw the application if it is submitted accidentally. We are looking into including this as a feature in Veterans Engagement Management System (VEMS) 2.0.	Technology
Requirement to confirm and explain if something changes (e.g., Operating Agreement). After you confirm in writing, you are asked to submit again.	We understand. This will be resolved in the launch of VEMS 2.0.	Technology

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The electronic system does not allow me to delete uploaded documents. If a document is uploaded by mistake, we need to provide a letter of explanation about why it was uploaded.	The current system gives you the option to delete a document after it has been uploaded and before submission. It also asks if you are sure you want to delete before it deletes the document.	Technology
Files of uploaded documents are grouped together with previous submissions and resent. Suggestion: A feature that labels uploaded documents by years.	Under the Veterans profile the current system shows the date the document was uploaded.	Technology
Customer Service staff should have knowledge about common business practices (e.g., which businesses should have operating agreements instead of bylaws because of legal status, leasing of office services, etc.), business language, rules, regulations, and required state documentation.	This pain point will be resolved in the implementation of the new Verification process where Veterans speak directly with the Assessor reviewing their application. Assessors are knowledgeable regarding common business practices, business language, rules, regulations, and required state documentation. CVE will also provide training on these subjects to other staff involved throughout the process.	Training

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<p>Sole proprietorships - Lack of common sense when reviewing documents. I don't have to call for an annual meeting of stockholders because I am the sole stockholder. I should not need to submit names of VPs, Treasurer, or other officers when I am the only Director and sole owner.</p>	<p>CVE recognizes state law requirements with respect to annual meetings. If annual meetings are not required in the case of stockholders owning 100% of the concern, a Letter of Explanation (LOE) should be provided with the application. LOEs can resolve most questions related to Sole Proprietorships. However, CVE is required to evaluate day-to-day control of all business types and this requires us to evaluate other members in executive positions.</p>	<p>Training</p>